# Eastern Bank TreasuryConnect

## Automated Clearing House (ACH) Origination User's Manual

**NOTE: The ACH cutoff time is 6:00 PM ET Monday-Friday. Any batches created after the cutoff time will be considered as next day.**

**This user's manual provides instructions for accessing services found in ACH Admin and ACH services.**

### Within the ACH Admin group those services are:

- Batches
- ACH Import
- ACH Map Definition
- Participants
- Template Approval
- Permissions

### Within the ACH group those services are:

- ACH Activation
- ACH Batch Approval
- Exception Report
- ACH Pass-Thru
- ACH PT Approval
- ACH PT Report
- ACH Reversal
- ACH Report
- ACH Totals

**November 2015**

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# I. ACH Product Overview

**Overview**
The ACH product is an electronic payment & collection system that creates payment & collection files that can be processed through the U.S. Automated Clearing House network. The files created by ACH adhere to the operating rules and standards of the National Automated Clearing House Association (NACHA).

The ACH product supports a wide range of applications or payment types, such as direct deposit of payroll, pre-authorized bill payments, cash concentration and disbursement, and tax payments.

Individual ACH product services allow Corporate Customers to create ACH transactions and store them in batch files. These batch files can be updated with current information and forwarded to the bank as frequently as needed.

# II. Permissions Service

Corporate Administrators must complete the following setup tasks before corporate users can utilize the ACH product:

- Grant permissions to ACH services, companies, transaction types and limits through the User Admin function
- Use the Permissions Service under ACH Admin to:
  - Set approval requirements for ACH batch templates
  - Change the Overall limit for a user
  - Select a file type for ACH import

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# A. Establishing ACH Company, Transaction Types and Limits

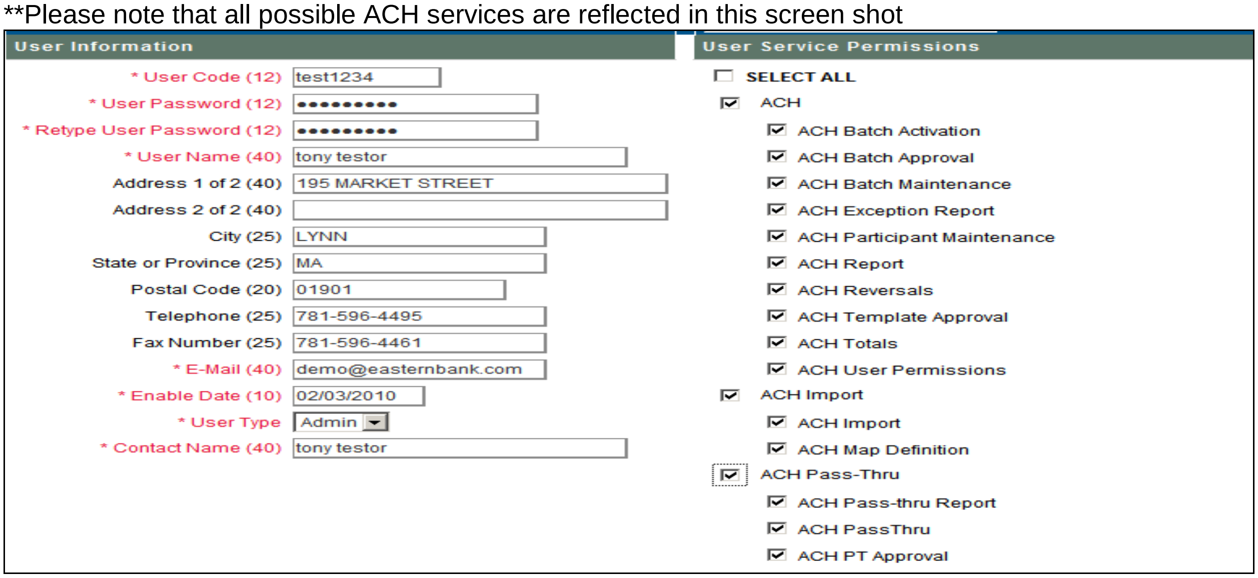
Corporate Administrators must complete the following setup tasks before corporate users can utilize the ACH product. There are additional steps that need to be taken once the user is setup and permitted ACH.

## i. Permit the ACH service to user

The first step is to permit the user the ACH service.

1. Click on **Corporate User** in the drop down list
2. Select the **User Admin** tab
3. Select a User from the User list and click on the **Services** link.
4. In the **User Service Permissions** column select **ACH** to assign all permissions or select which permissions the user should have.
5. Click **submit**.

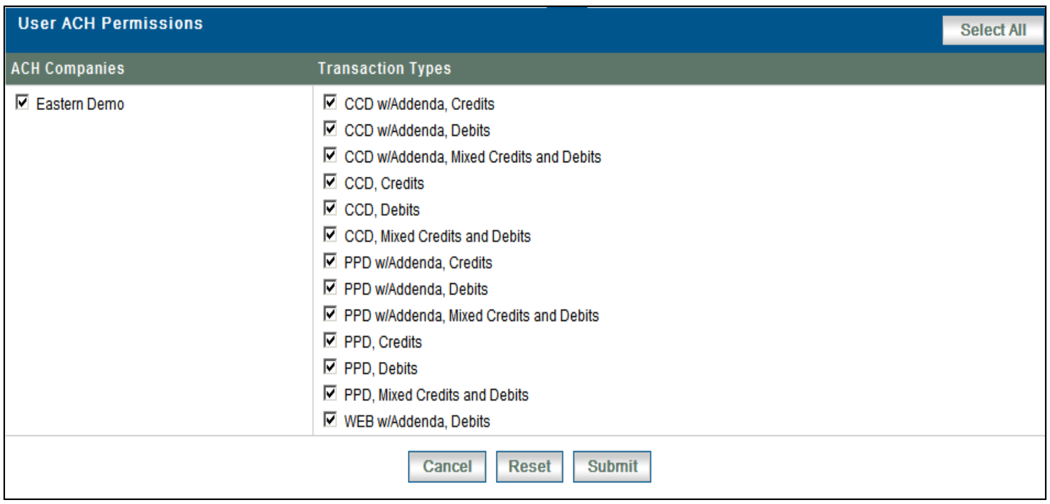
**Please note that all possible ACH services are reflected in this screen shot




## ii. Permit the user to ACH companies

If still on the User Admin page, click the **Permissions** link otherwise:

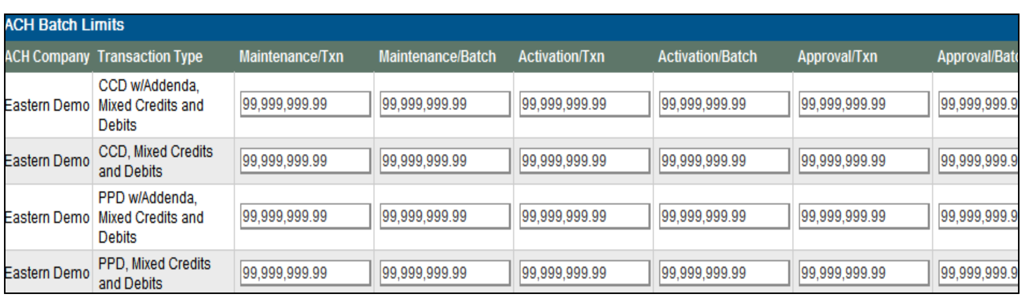
1. Click on **Corporate User** in the drop down list
2. Select the User Admin tab
3. Select a User from the User list and click on the **Permissions** link.
4. Click the box for the ACH companies to be assigned to the user.
5. Select the transaction types the user should have.
6. The **Select All** button can be selected to enable all transaction types.
7. Click submit




iii. Establish Limits

If still on the User Admin page, click the **Limits** link otherwise:

1. Click on **Corporate User** in the drop down list
2. Select the User Admin tab
3. Click the **Limits** link to assign limits to users.
4. Choose to keep the default amounts as they are or enter the dollar amount the user is limited to for each applicable category.
5. Click **Submit**.



ACH Batch Limits

| ACH Company | Transaction Type | Maintenance/Txn | Maintenance/Batch | Activation/Txn | Activation/Batch | Approval/Txn | Approval/Bat |
|---|---|---|---|---|---|---|---|
| Eastern Demo | CCD w/Addenda, Mixed Credits and Debits | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.9 |
| Eastern Demo | CCD, Mixed Credits and Debits | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.9 |
| Eastern Demo | PPD w/Addenda, Mixed Credits and Debits | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.9 |
| Eastern Demo | PPD, Mixed Credits and Debits | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.99 | 99,999,999.9 |

**Corporate Administrators will use the ACH Admin Permissions service to set up additional requirements and approvals if applicable.

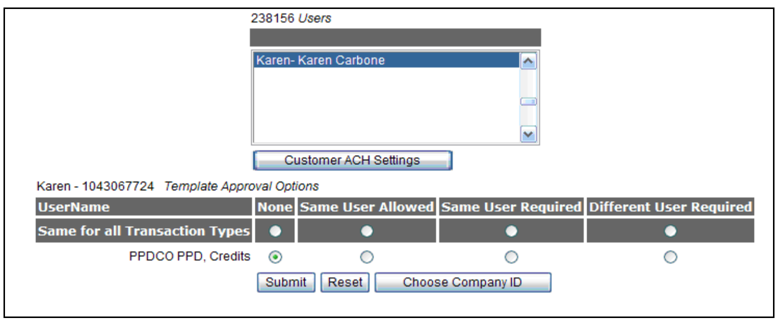
## B. ACH Admin Permissions

The ACH Admin service allows Corporate Administrator to set other Permissions within ACH.

### i. To set batch template approval requirements (optional):

The Batch Template service allows Corporate Administrator to require batch add, change and delete requests to be approved before they can be used with other ACH services. Batch Template permissions are set for each user under the Permissions tab.

1. Select the **ACH Admin** group and click the **Permissions** tab
2. On the Permissions Selection page, select the user for which you want to set limits from the Users list.
3. Select the company from the Assigned Companies list and click **Transaction Types**
4. Select an Assigned Transaction Type and click **Template Approval Options**

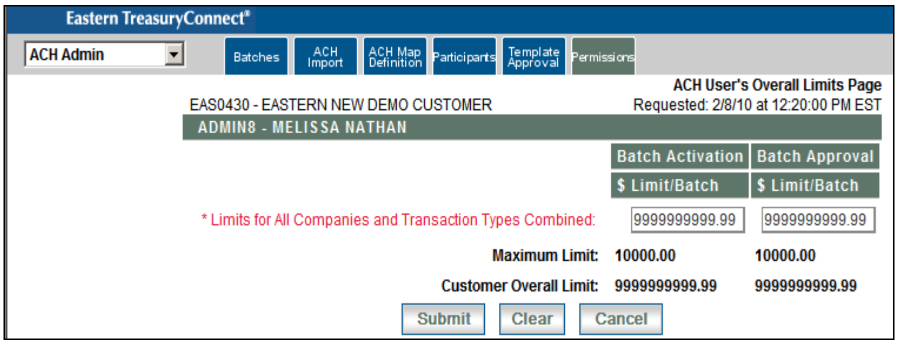



5. On the Template Approval Options Page, chose one of the following options for the transaction type or “Same for all Transaction Types”:
   - **None** (default)
   - **Same User Allowed** (Batch add/change/delete requests by this user can be approved by this user or a different user)
   - **Same User Required** (Batch add/change/delete requests by this user must be approved by the same user under the Batch Template Approval tab)
   - **Different User Required** (Batch add/change/delete requests by this user must be approved by a different user under the Batch Template Approval tab)
6. Click **Submit**

### ii. User Overall Limits (Optional)

Allows the Corporate Administrator to set overall activation limits to be applied to all batches activated by the selected user, for the same effective entry date.

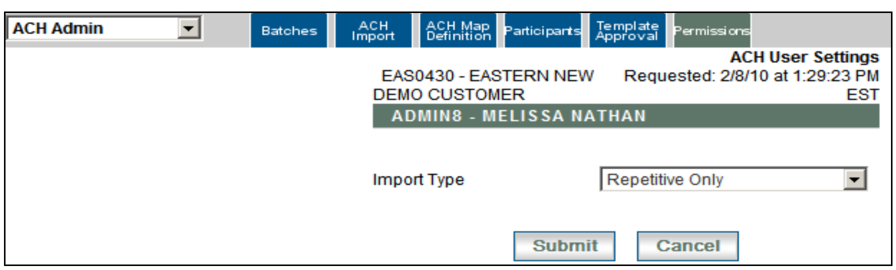
1. Select the **ACH Admin** group and click the **Permissions** tab
2. On the Permissions Selection page, select the user for which you want to set limits from the Users list.
3. Click **User Overall Limits** from the Permissions Selection Page.
4. Change the limits and click **Submit**




### iii. User Settings (Optional)

ACH User Settings is for <u>ACH Import Service Only</u>. This setting determines the type of file the selected user will import.

1. Select the **ACH Admin** group and click the **Permissions** tab
2. On the Permissions Selection page, select the user for which you want to set limits from the Users list.
3. Click **ACH User Settings** from the Permissions Selection Page.
4. Change the import type and click **Submit**



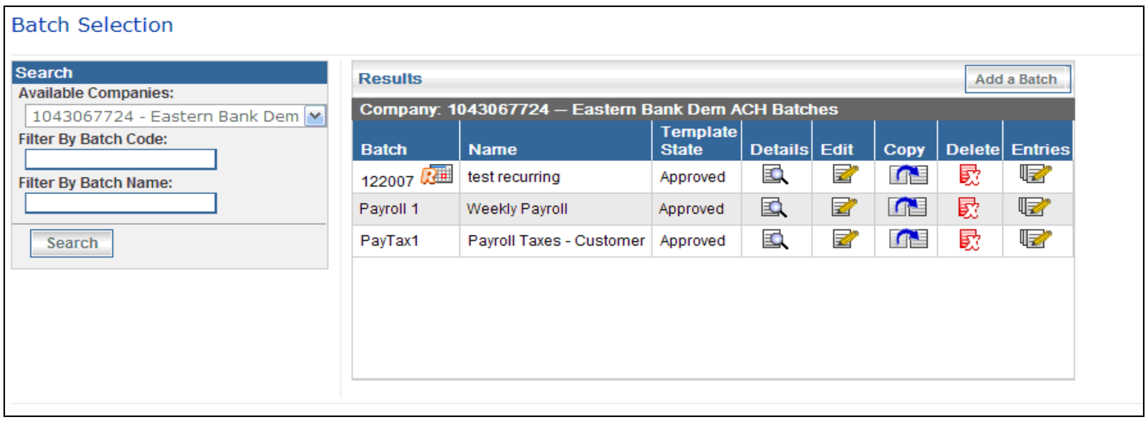
# III. Batches Service

Use the ACH Batch Maintenance service to add, copy, and manage batch templates for ACH Companies. Batch templates serve as models for the transactions to activate. After you define batch templates, you can use them on an ongoing basis by either using them exactly as they are or changing them as needed. Any changes you make to a batch template using the Batch Maintenance service are permanent.

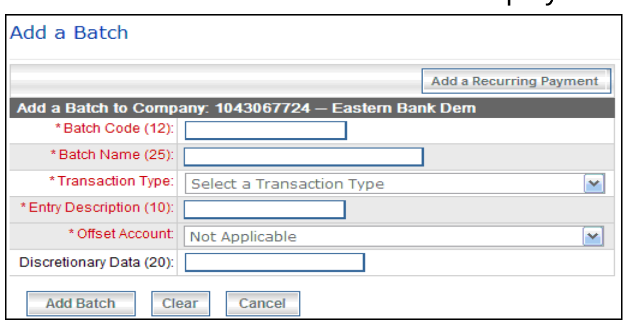
## A. Adding a Batch

**To add a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.




2. On the Batch Selection page, select the company for which you want to add a batch from the **Available Companies** list and click **Add a Batch** to display the Add a Batch page.



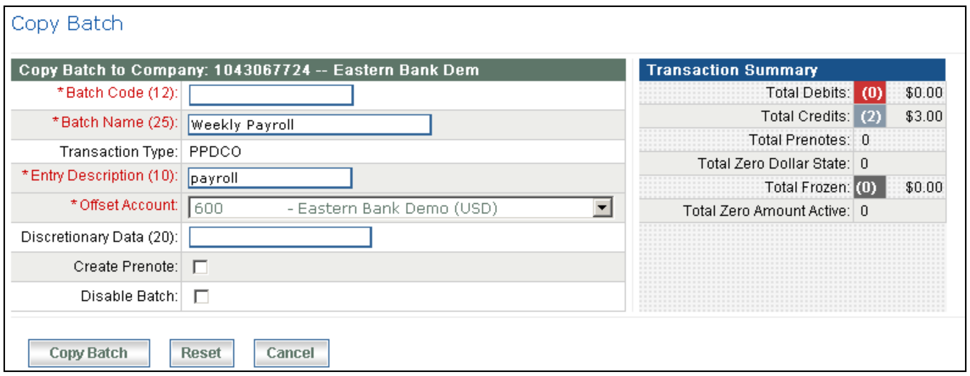

3. On the Add a Batch page, enter a unique **Batch Code** and **Batch Name**.
4. Select a transaction type from the **Transaction Type** list box.
5. In the **Entry Description** field, enter the description for the batch.
6. From the **Offset Account** list, select an offset account for the batch.
7. **Optional.** In the **Discretionary Data** field, enter descriptive information to describe the batch.
8. **Optional.** To add a Recurring Payment, click the **Add a Recurring Payment** button (see ***Adding Recurring Payments*** section of this manual for further instructions).
9. Select the **Add Batch** button
10. A confirmation message displays.

## B. Copying a Batch

This service allows you to create a new batch template by copying an existing batch.

**To copy a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select the company for which you want to add a batch from the Available Companies list and click the **Copy** icon


Copy Batch

| Copy Batch to Company: 1043067724 -- Eastern Bank Dem | |
|---|---|
| *Batch Code (12): | |
| *Batch Name (25): | Weekly Payroll |
| Transaction Type: | PPDCO |
| *Entry Description (10): | payroll |
| *Offset Account: | 600 - Eastern Bank Demo (USD) |
| Discretionary Data (20): | |
| Create Prenote: | ☐ |
| Disable Batch: | ☐ |

| Transaction Summary | | |
|---|---|---|
| Total Debits: | (0) | $0.00 |
| Total Credits: | (2) | $3.00 |
| Total Prenotes: | 0 | |
| Total Zero Dollar State: | 0 | |
| Total Frozen: | (0) | $0.00 |
| Total Zero Amount Active: | 0 | |

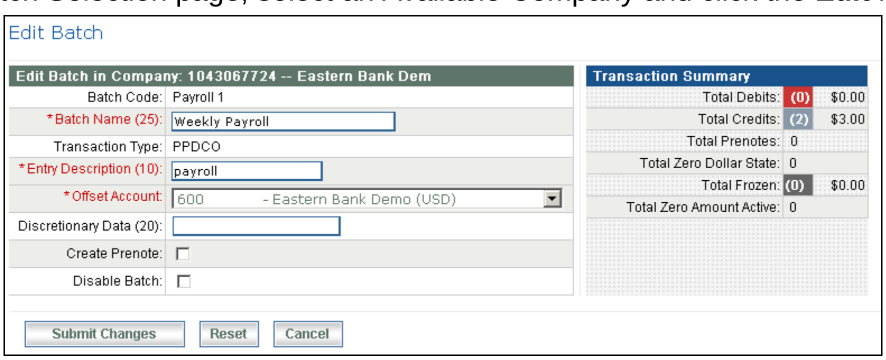
Copy Batch | Reset | Cancel

3. On the Copy Batch page, enter a new Batch Code, verify the information and click Add Batch to display the Batch Selection page with the copied batch.

## C. Changing a Batch

**To change a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Edit** icon


Edit Batch

| Edit Batch in Company: 1043067724 -- Eastern Bank Dem | |
|---|---|
| Batch Code: | Payroll 1 |
| *Batch Name (25): | Weekly Payroll |
| Transaction Type: | PPDCO |
| *Entry Description (10): | payroll |
| *Offset Account: | 600 - Eastern Bank Demo (USD) |
| Discretionary Data (20): | |
| Create Prenote: | ☐ |
| Disable Batch: | ☐ |

| Transaction Summary | | |
|---|---|---|
| Total Debits: | (0) | $0.00 |
| Total Credits: | (2) | $3.00 |
| Total Prenotes: | 0 | |
| Total Zero Dollar State: | 0 | |
| Total Frozen: | (0) | $0.00 |
| Total Zero Amount Active: | 0 | |

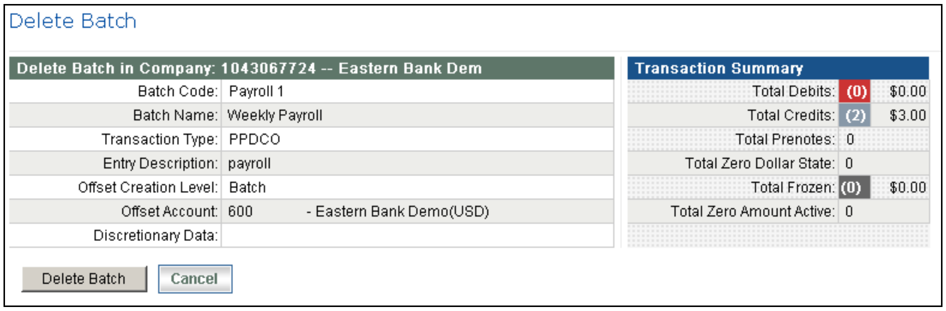
Submit Changes | Reset | Cancel

On the Edit Batch page, you can change any field except the Batch Code and Transaction Type field. Click **Submit Changes** to update the batch information.

## D. Deleting a Batch

### To Delete a Batch:

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Delete** icon on the same line as the batch you want to delete

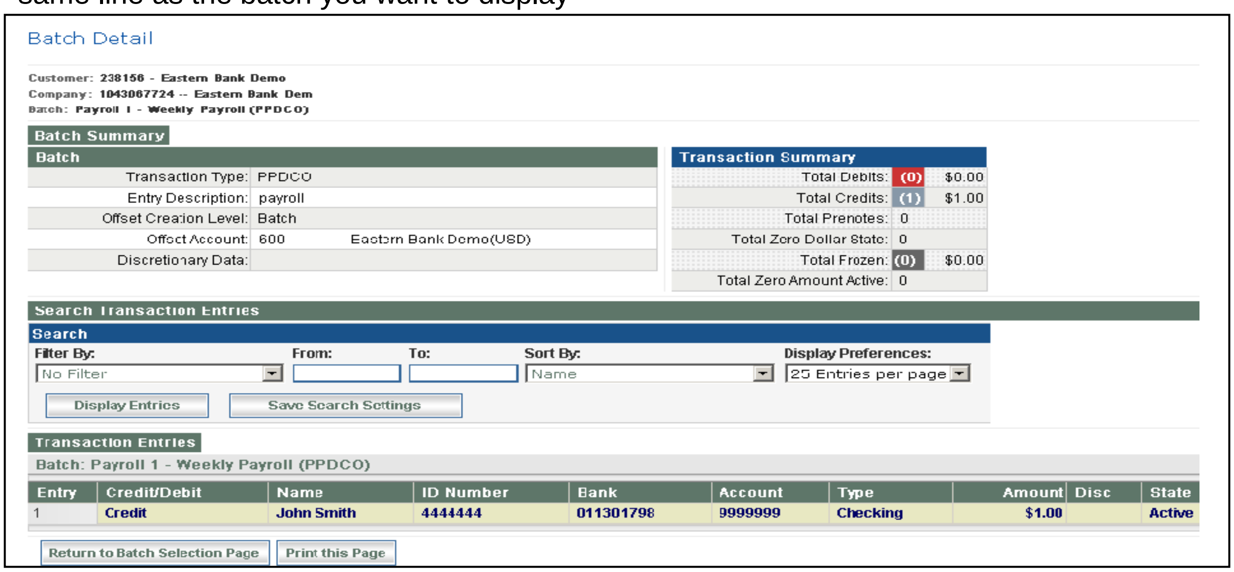



3. On the Delete Batch page, you can verify the information and click **Delete Batch** to delete the batch.

## E. Displaying a Batch

### To Display a Batch:

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Details** icon on the same line as the batch you want to display




3. On the Batch Detail page, you can view and print batch and transaction entry detail.

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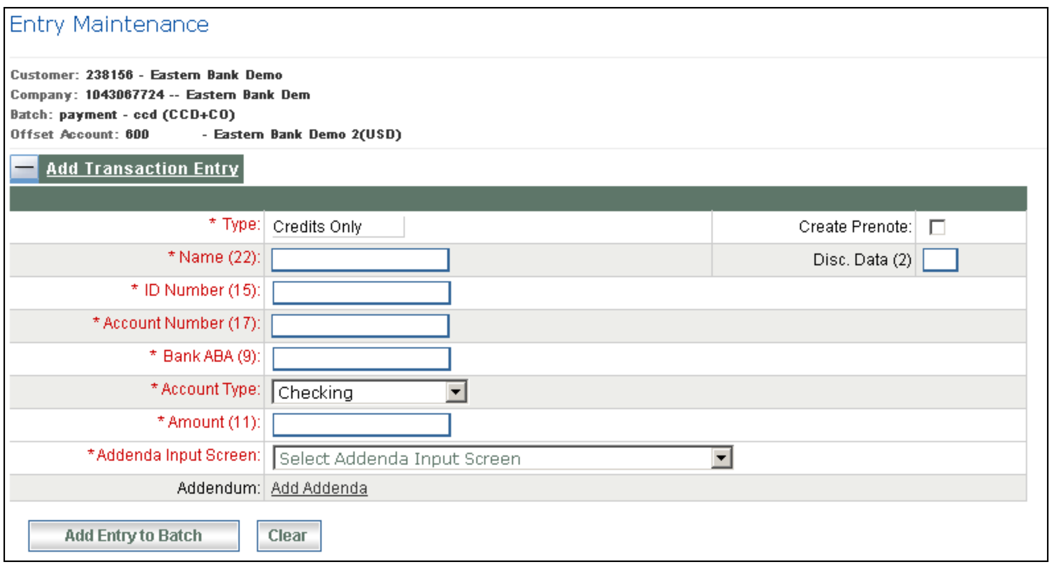
# F. Adding, Deleting, Editing & Filtering Entries in a Batch

Batch templates can contain a large number of entries. When you work with a batch template that contains many entries, it is recommended that you:

- Frequently click **Update Batch** to save your work, or
- Limit your display to 10 to 25 entries per page. When you click **Next Page** or **Previous Page** to display the next group of entries, the system temporarily saves your changes. You must click **Update Batch** to save your changes to the database. The **Display** field in the Filter Section allows you to limit the number of entries that appear on the page.

**To add entries to a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Entries** icon on the same line as the batch to which you want to add delete entries.



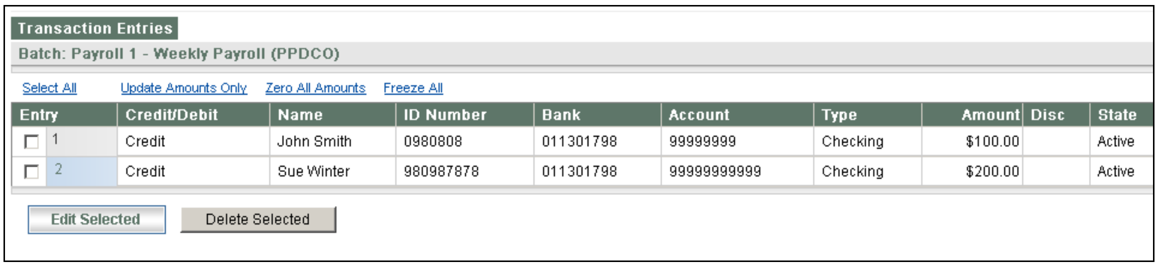

3. On the **Entry Maintenance Page**, enter the following information:
   - **Name** (name of participant)
   - **ID Number**
   - **Account Number**
   - **Bank ABA** (9-digit routing transit number)
   - **Account Type** (select from list)
   - **Amount**
   - **Addenda Input Screen**: Select an addenda input screen from the list
   - **Optional**. Click **Create Prenote** to add the entry as a prenotifcation entry
   - **Optional.** In the **Disc. Data** field, enter discretionary data
   - **Optional.** Click **Add Addenda** if you want to associate an addenda with the entry you are adding to the batch. The system displays the Addenda Input screen in a popup window.

4. Click **Add Entry to Batch** to add the entry to the specified batch and display the Batch Selection page with the entries you added. You will see a confirmation message display that the participant has been added to the batch.

5. Continue adding entries or click the **Return to Batch Selection** Page button.

**To delete entries from a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Entries** icon on the same line as the batch to which you want to delete entries.



Transaction Entries

Batch: Payroll 1 - Weekly Payroll (PPDCO)

Select All  Update Amounts Only  Zero All Amounts  Freeze All

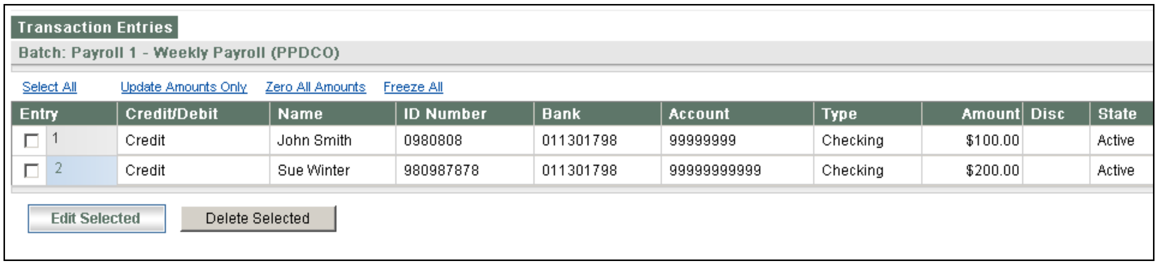
| Entry | Credit/Debit | Name | ID Number | Bank | Account | Type | Amount | Disc | State |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Credit | John Smith | 0980808 | 011301798 | 99999999 | Checking | $100.00 | | Active |
| 2 | Credit | Sue Winter | 980987878 | 011301798 | 99999999999 | Checking | $200.00 | | Active |

Edit Selected  Delete Selected

3. On the Entry Maintenance page, in the Transaction Entries section, choose one of the following options:
   - Click the check box in the **Entry** column for each entry you want to delete.
   - Click **Select All** to delete all entries in the selected batch.
4. Click **Delete Selected** to remove entries from the batch.

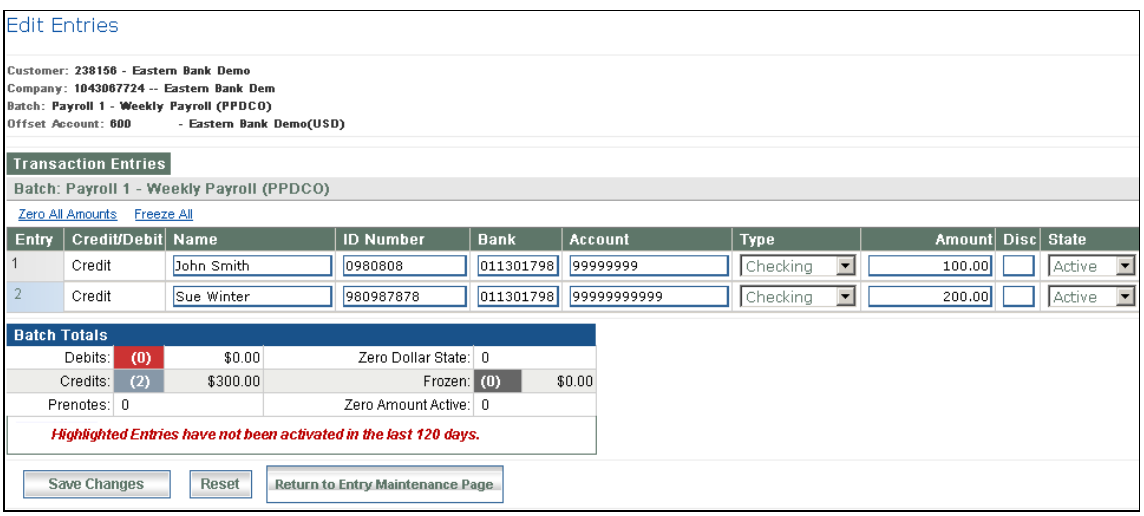
**To edit entries in a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Entries** icon on the same line as the batch to which you want to edit entries.

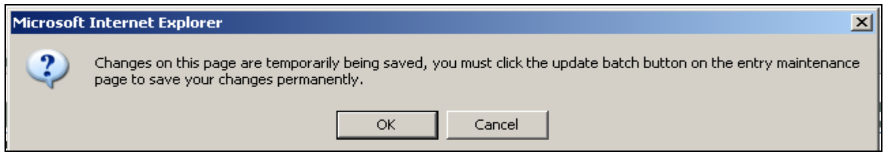



3. On the Entry Maintenance page, in the Transaction Entries section, choose one of the following options:
   - Click the check box in the **Entry** column for each entry you want to edit.
   - Click **Select All** to edit all entries in the selected batch.
   - Click **Edit Selected** to view the Edit Entries page

   Alternatively, you may:
   - Click **Update Amounts Only** to make changes only in amount fields for all entries in the batch.
   - Click **Zero All Amounts** to set amount fields for batch entries displayed on the page to zero (0.00) so you can make changes.
   - Click **Freeze All** to change the Status of all batch entries displayed on the page to Frozen.



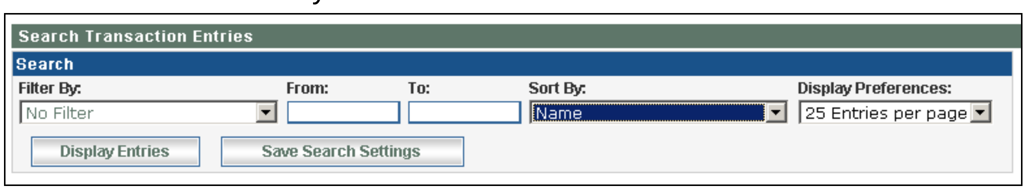
4. On the Edit Entries page, make changes to batch entries displayed and click Save Changes. You will see the following message:




Click OK to return to the Entry Maintenance page. To permanently save the changes you made to the batch template, you must click the **Update Batch Button**.

**To filter entries in a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, select an Available Company and click the **Entries** icon on the same line as the batch to which you want to filter entries.




3. On the Entries Maintenance Page, in the Search Transaction section, select one of the following options:
   - Transaction entries filtered, select it from the **Filter By** list box and click **Display Entries**
   - Transaction entries sorted, select it from the **Sort By** list box and click **Display Entries**
   - **Optional.** To save the search criteria entered on this page, click Save **Search Settings**

## G. Adding Recurring Payments

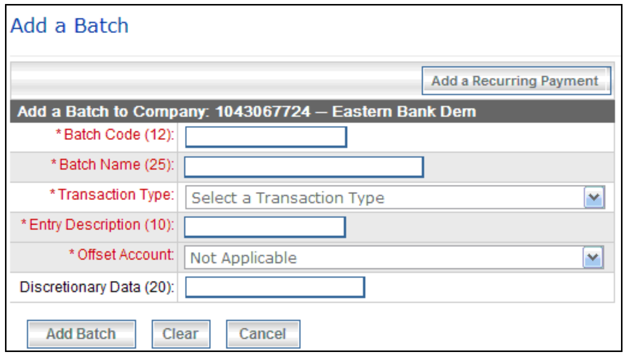
Corporate users can create recurring payment instructions for ACH payments to be made repeatedly. When you add an ACH batch, you specify the frequencies of the payments and days of the month the payments should be processed. The system automatically activates batches you add with recurring instructions based on the frequency, days and times you specify. They are activated before the Effective Entry Date associated with the batch. Batches with a locked or disabled status are not automatically activated.

All approval requirements defined for ACH batches apply to recurring payment instructions.

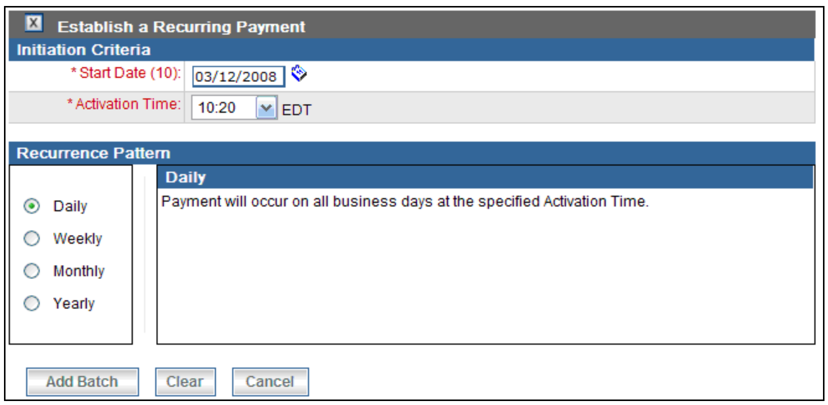
Recurring payments are identified in the ACH Services group by the icon.

**To add recurring payment instructions to a batch:**

1. Select the **ACH Admin** group and click the **Batches** tab.
2. On the Batch Selection page, from the Available Companies list, select the company for which you want to add a batch and click **Add a Batch**.




3. Complete the fields as noted the *Adding a Batch* section and click the **Add a Recurring Payment** button.




4. In the **Establish a Recurring Payment** section:
   - In the **Start Date** field, enter the date you want the system to use as the first effective entry date for the recurring payment.
   - In the **Activation Time** field, select from the list the time you want the system to activate the recurring payment.
   - Under **Recurrence Pattern**, select the frequency with which you want the system to process the recurring payment. A description of the frequency you choose displays in the right-hand frame.
   - **Conditional.** If you select a frequency for a recurring payment other than Daily, the system displays the **Back Dated** or **Future Dated** field to indicated whether payments can be back dated or future dated if a batch effective entry date is a holiday or other non-business day.
5. Click the **Add Batch** button.
6. To add entries to the recurring payment batch, click the Entries icon from the Batch Selection page (see Section F).
7. To edit recurring payment, click the **Edit** icon from the **Batch Selection** page and click the **Add a Recurring Payment** button.

# IV. Participants Service

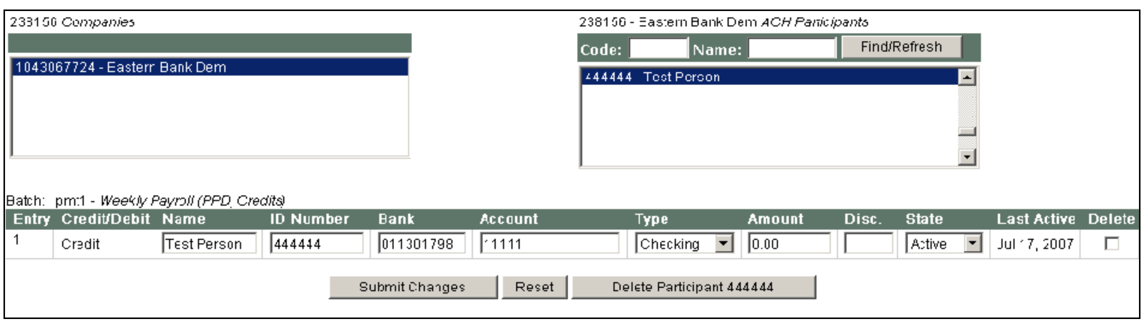
The Participant Maintenance Service allows the Corporate User to change data associated with ACH Participants or delete the participant's record, which in turn makes the change in all batches containing that participant.

## A. Maintaining Participants

**To maintain participants:**

1. Select **ACH Admin** group from drop down menu
2. Select the **Participants** tab to access the Participants Entry Page
3. Select the **Company** from the Company List box
4. Select the **Participant** from the Participant List box or enter a Participant Code or partial Participant Name and select the **Find/Refresh** button. The Participant Data Page is pre-filled with information from the database
5. Make the necessary changes to the field entries.

*Note: Changes made in the Participants service are permanent changes to the batch template(s). If an individual's payment needs to be divided between checking and savings accounts, make sure the individual ID is unique for each payment*



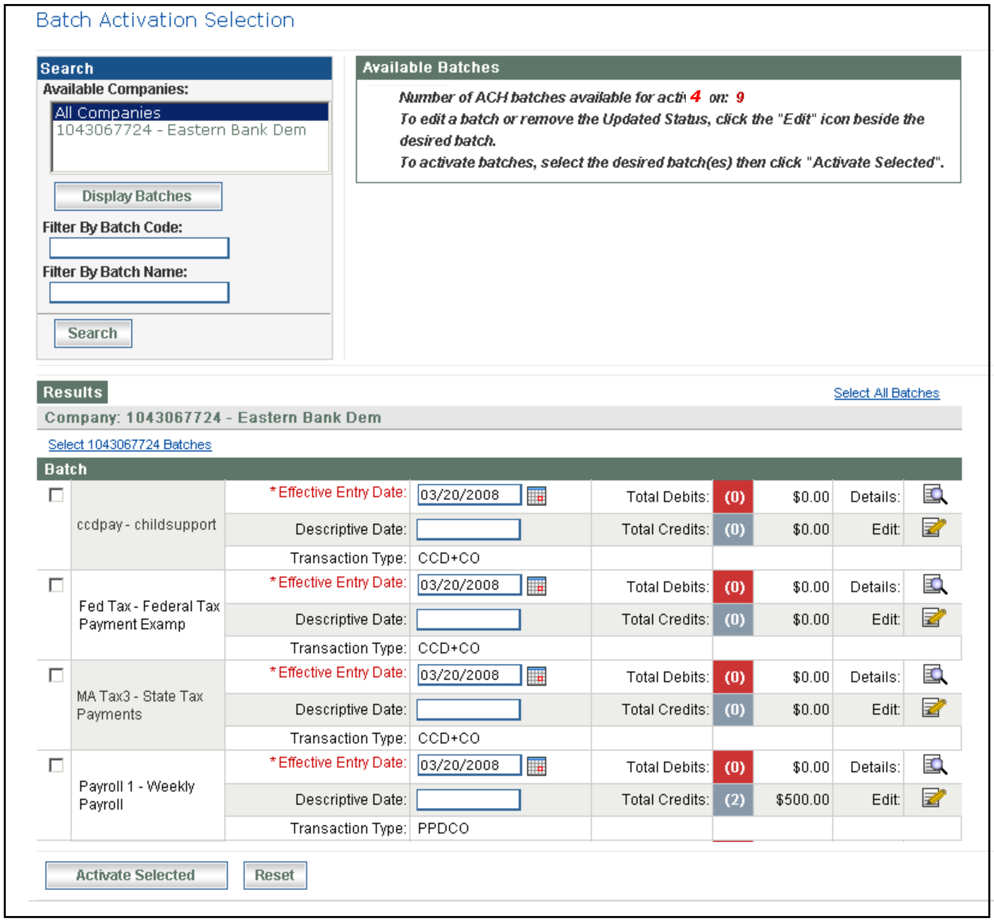

6. Select the **Submit Changes** button to change the participant's information.
7. Select **Delete Participant** to delete the participant entry.
8. Click **Delete Participant Serial Number and all Entries** to delete the selected participant.

# V. ACH Batch Activation Service

The Activation Service allows Corporate User to update entries and activate ACH batches. Once a batch has been activated, another User or the same User will be required to approve it before it is sent to the bank. The approval function occurs through the ACH Batch Approval service.

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## A. Viewing Batches Available for Activation:




1. Select the **ACH** group and click the ACH Batch Activation tab.
2. On the Batch Activation Selection page, choose one of the following options. To display:
   - Batches ready for activation for all companies to which you are permitted, accept the default **All Companies** setting and click **Display Batches**
   - Batches ready for activation for a specific ACH company, select the **company** in the **Available Companies** list and click **Display Batches**
   - A specific batch code, select a company, enter the **batch code** in the Filter By Batch Code field, and click **Search**
   - A specific batch name, select a company, enter the **batch name** in the Filter By Batch Name field, and click **Search**.

   The Available Batches section displays batches ready for activation that meet the criteria you selected. Batches are grouped by Company Code, in ascending order and sorted by Batch Code, in ascending order. Use the **Shift** key to select multiple contiguous companies, and use the **Ctrl** key to select multiple non-contiguous companies.

## B. Changing the Effective Entry Date:

When you access the Batch Activation Selection page, the system calculates the default effective entry date for each available batch. The system calculates this date in compliance with NACHA standards. The *effective entry date* is the date that the bank posts all entries in the batch to customer accounts.

You may change the effective entry date prior to activating the batch by typing over the default date or using the calendar icon, however, the date cannot be earlier than the system default date.

## C. Activating an ACH Batch:

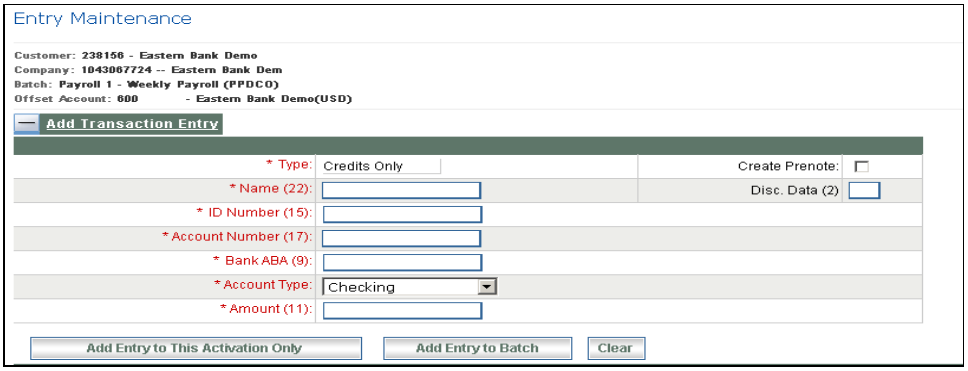
1. Select the **ACH** group and click the **ACH Batch Activation** tab.
2. On the Batch Activation Selection page, select a **batch** for activation. The system displays batches ready for activation that meet the criteria you selected in the Available Batches section.
3. Choose one of the following:
    - To individually select batches for activation, click the **check box** in the Batch column for each batch and click **Activate Selected**
    - To select all batches for activation, click **Select All** and **Activate Selected**.
4. The system activates the batches and displays a confirmation popup message.

## D. Viewing Details for an active ACH Batch:

1. Select the **ACH group** and click the **ACH Batch Activation** tab.
2. Click **Details**  on the same line as the batch for which you want to view details. The system displays the **Batch Detail** page with entries for the batch displayed in the Transaction Entries section.
3. Optional. To print a copy of the Batch Detail page displayed for your records, click Print this Page.
4. Review transaction entries for the selected batch, clicking Previous and Next to move among pages and display them.
5. Click Return to Batch Activation Selection Page to display that page.

## E. Adding Entries from an active ACH Batch:

1. Select the **ACH** group and click the **ACH Batch Activation** tab.
2. Click **Edit** on the same line as the batch for which you want to add entries.



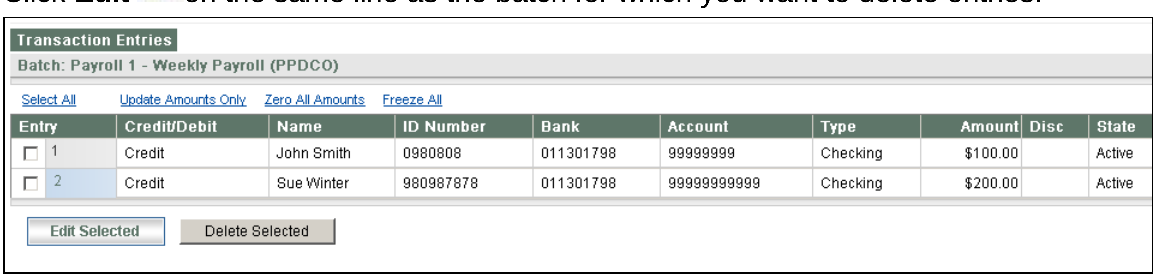

3. On the Entry Maintenance page, expand the **Add Transaction Entry** section to enter the participant information. Then choose whether you want to add the entries:
   - for the current activation only, click **Add Entry to this Activation Only**
   - to the batch permanently, click **Add Entry to Batch**.

   The system updates the batch information and displays the new entries in the Transaction Entries section.

   **Note**: To add entries to a batch template and discard changes made to an activated batch, click **Remove Activation Changes** on this page.

## F. Deleting Entries from an active ACH Batch:

1. Select the **ACH** group and click the **ACH Batch Activation** tab.
2. Click **Edit** on the same line as the batch for which you want to delete entries.

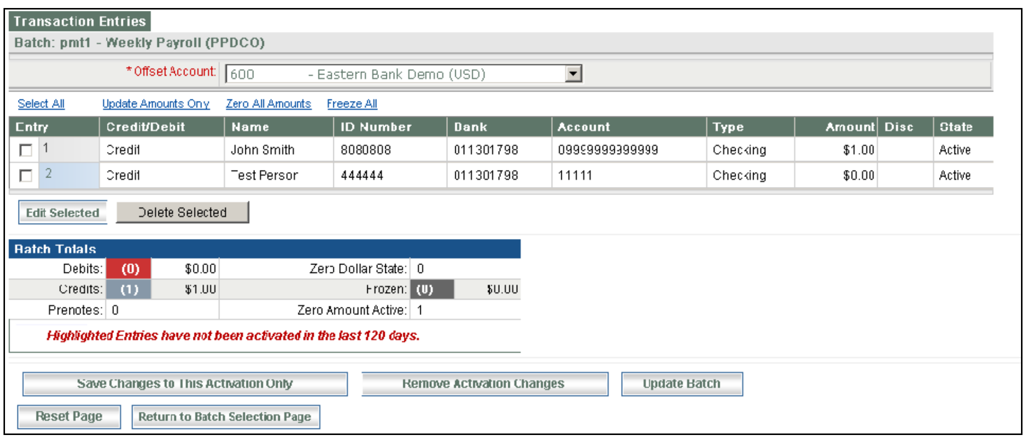


3. On the Entry Maintenance page in the Transaction Entries section, choose one of the following options:
   - Click the check box in the Entry column for each entry you want to delete and click **Delete Selected**
   - Click **Select All** and **Delete Selected** to delete all entries in the batch.

   **NOTE: The system permanently saves your changes. Transaction entries are deleted from the database.** The system deletes the entries from the batch template and activation if the batch is in Updated status.

## G. Changing Entries in an active ACH Batch:

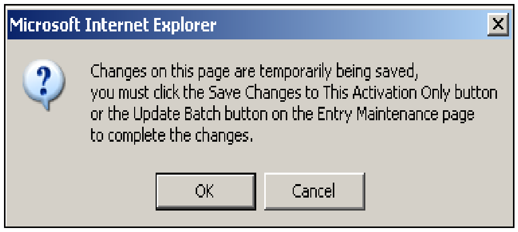
1. Select the **ACH** group and click the **ACH Batch Activation** tab.
2. Click **Edit** on the same line as the batch for which you want to edit entries.




3. On the Entry Maintenance page, in the Transaction Entries section, choose one of the following options:
   - Click the check box in the **Entry** column for each entry you want to edit.
   - Click **Select All** to edit all entries in the selected batch.
   - Click **Edit Selected** to view the Edit Entries page

   Alternatively, you may:
   - Click **Update Amounts Only** to make changes only in amount fields for all entries in the batch.
   - Click **Zero All Amounts** to set amount fields for batch entries displayed on the page to zero (0.00) so you can make changes.
   - Click **Freeze All** to change the Status of all batch entries displayed on the page to Frozen.

4. On the Edit Entries page, make changes to batch entries displayed and click **Save Changes**. You will see the following message:




Click **OK** to return to the Entry Maintenance page. You must choose either **Save Changes to This Activation Only** or **Update Batch** button to complete the changes.

# VI. ACH Batch Approval Service

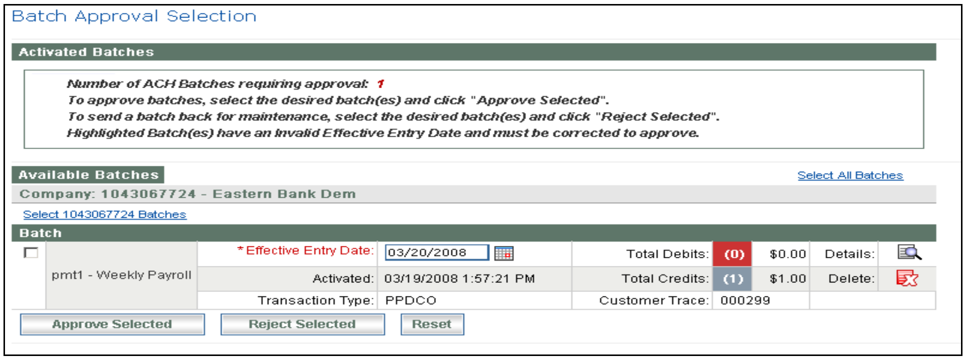
The Approval Service is a security feature that allows Corporate Users to approve an activated ACH batch that requires approval before it is sent to the bank.

## A. Approving a Batch

**Note: To access the ACH Batch Approval tab, you must enter a valid SecureID.**




Once a valid SecurID has been accepted, you will see the Batch Approval Selection screen:




**To Approve a Batch:**

1. Select the ACH group and click the ACH Batch Approval tab to display the Batch Approval Selection page with activated ACH batches needing approval.
2. Choose one of the following options:
   - To approve individual batches, click the check box in the **Batch** column for the batch you want to approve, then click **Approve Selected**.
   - To approve all batches, click **Select All** and click **Approve Selected**.

The system displays an approval confirmation page.

## B. Rejecting a Batch:

1. Select the ACH group and click the ACH Batch Approval tab to display the Batch Approval Selection page with activated ACH batches needing rejection.
2. Choose one of the following options:
   - To reject individual batches, click the **check boxes** in the **Batch** column on the same row as the batch you want to reject, then click **Reject Selected**.
   - To reject all batches, click **Select All** and click **Reject Selected**.

The system resets the batch back to an updated state in activation with all updates saved and displays a batch rejection confirmation popup message.

## C. Deleting a Batch:

1. Select the ACH group and click the ACH Batch Approval tab to display the Batch Approval Selection page with activated ACH batches needing deletion.
2. Click Delete on the same row as the batch you want to delete from the system.
3. Click OK on the delete confirmation popup message.

When you delete a batch, the system adjusts the following amounts:

- Daily Entry Limits for the last activating user by subtracting the amount of the batch from the user's Overall Activation limit for the effective entry day totals
- Daily Entry Limits for the effective entry day totals by subtracting the amount of the batch from the Customer's Overall Activation limit or the Company Overall Activation limit, depending on which one applies to the batch

Transaction type limits by user and effective entry date.

## D. Canceling an Approved Batch

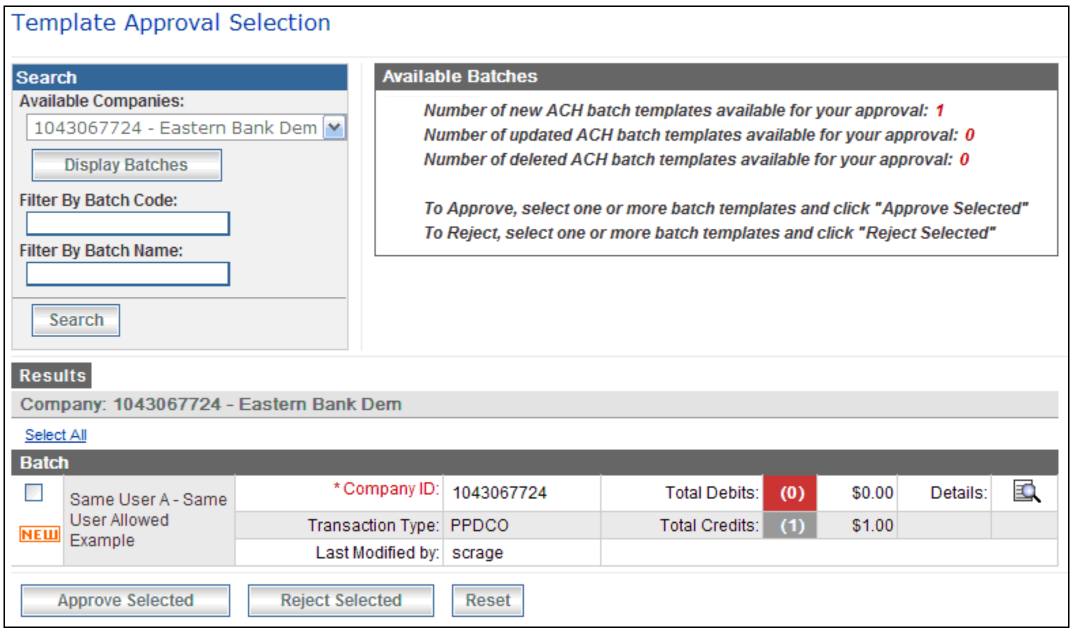
To cancel a batch that has already been approved, refer to ACH Reports Service of this manual.

# VI. ACH Batch Template Approval Service

Use the Template Approval service to approve ACH batch templates. After you view batch template details, you can choose to approve or reject the template itself.

Template Approval Options are set up for individual users under the Permissions tab (see Permissions section of this manual). The Batch Template Approval service is granted to users under the Corporate User Permissions tab.

If you approve a batch template that requires approval, the batch template is then available for use with other ACH services. If you reject a batch template that requires approval, it is in the rejected state and is available for use only in the ACH Batches service.




## A. Viewing Batch Templates Requiring Approval

1. Select the **ACH Admin** group and click the **Template Approval** tab.
2. On the Template Approval Selection page, choose one of the following options to display batch templates ready for approval:
   - For all companies to which you are permitted, accept the default **All Companies** setting and click **Display Batches**
   - For a specific ACH company, select the company in the **Available Companies** list and click **Display Batches**
   - For a specific batch code, select a company, enter the batch code in the **Filter by Batch Code** field, and click **Search**
   - For a specific batch name, select a company, enter the batch name in the **Filter by Batch Name** field, and click **Search**

The Available Batches section displays batch templates ready for approval that meet the criteria you selected. Templates are grouped by Company ID, in ascending order and sorted by Batch Code, in ascending order. Use the **Shift** key to select multiple contiguous companies, and use the **Ctrl** key to select multiple non-contiguous companies.

3. Click the magnifying glass icon in the Details column on the same line as the template you want to review to display the Template Approval Details page.

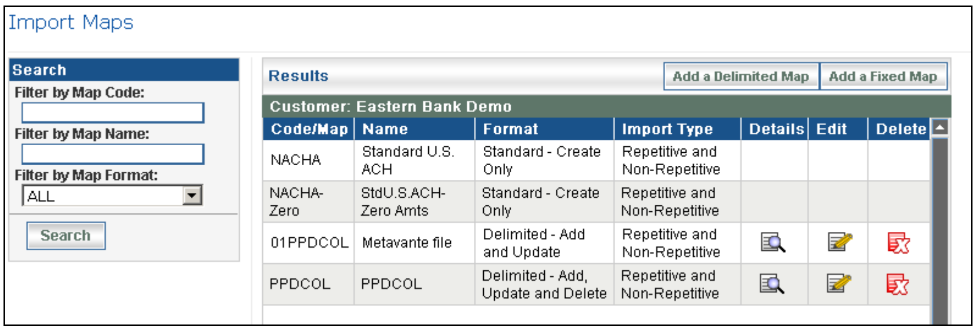
## B. Approving or Rejecting a Batch Template

1. Select the **ACH Admin** group and click the **Template Approval** tab.
2. On the Template Approval Selection page, select a template for approval. The system displays templates ready for approval that meet the criteria you selected in the Available Batches section.
3. ***To approve templates***, choose one of the following:
   - To individually select templates for approval, click the check box in the Batch column for each template and click **Approve Selected**
   - To select all templates for approval, click **Select All** and **Approve Selected**
4. ***To reject templates***, choose one of the following:
   - To individually select templates for rejection, click the check box in the Batch column for each template and click Reject Selected
   - To select all templates for rejection, click Select All and Reject Selected.

The system approves or rejects the templates and displays a confirmation popup message.

# XII. ACH Map Definition Service

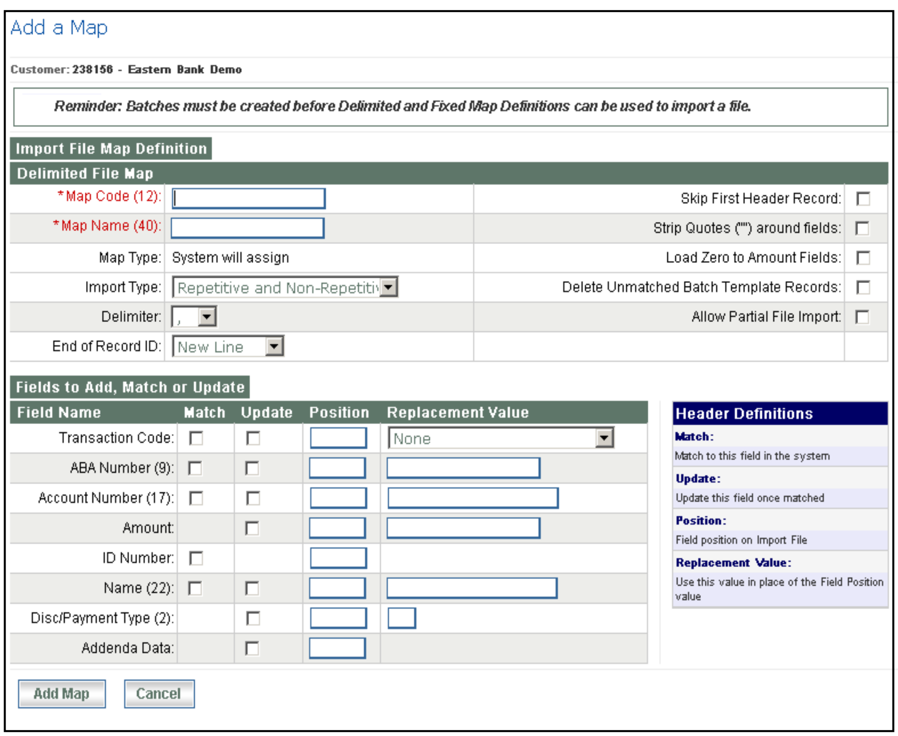
This service is used by Corporate Users to create maps to identify the format of files they want to import. The system accepts Delimited and Fixed maps, in addition to the NACHA format. Each map will allow the user to add new records or update existing records within a batch template, depending on the process mode selected at the time the file is imported.




## A. Adding a Delimited Map Definition

**To add a delimited map definition:**

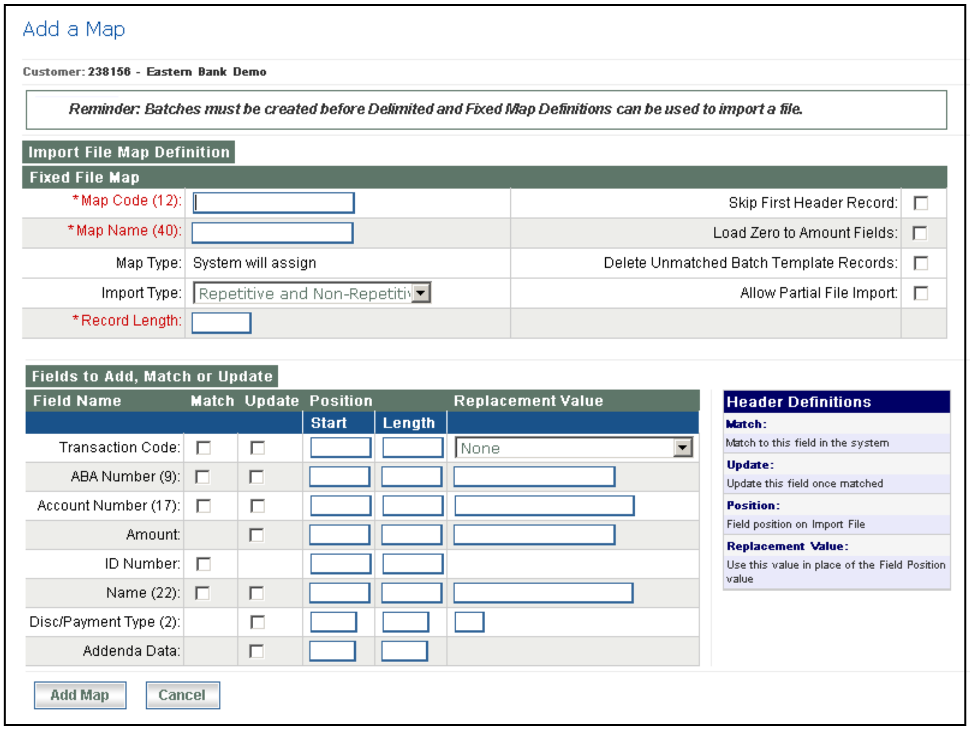
1. Select the ACH Admin group and click the ACH Map Definition tab.
2. On the Import Maps page, click Add a Delimited Map.



3. On the Add a Map page, in the Import File Map Definition section, enter a unique code for the map in the Map Code field.
4. In the Map Name field, enter a name for the map.
5. Select a delimiter for the file from the Delimited list.
6. Select an identifier that indicates the end of a record from the End of Record ID list.
7. **Optional.** If you want the system to ignore the first header record for import files that use this map, click **Skip First Header Record**. Select this option if the import file contains header information in the first record.
8. **Optional.** If you want the system to remove quotation marks from fields in import files that use this map, click **Strip Quotes** ("") around fields. Select this option if the fields in import files are surrounded by quotation marks.
9. **Optional.** If you want the system to change the amount for all batch entries to zero when you import a file that uses this map, click **Load Zero to Amount Fields**. Select this option if you want the system to add the batch entry amounts as zero (0). The system does not change amounts to zero for batch entries that the import file does not update.
10. **Optional.** If you want the system to delete batch entries that are not updated when you import a file that uses this map, click **Delete Unmatched Batch Template Records**.
11. **Optional.** If you want the system to allow imported files using this map to contain only some required fields to update a participant, click **Allow Partial File Import**. When set to No, you must define all required fields. When set to Yes, different validations apply. You may define only those fields contained in the file being imported.
12. You must enter either the field position or replacement value for the following fields unless you selected Partial File Import. Then enter a value for each corresponding field in the columns (see Header Definitions for details)
    - **Transaction Code**
    - **ABA Number**
    - **Account Number**
    - **Amount**
    - **ID Number**
    - **Name**
    - **Disc/Payment Type**
    - **Addenda Data**
13. Click **Add Map**.

## B. Adding a Fixed Map Definition

1. Select the **ACH Admin** group and click the **ACH Map Definition** tab.
2. On the Import Maps page, click **Add a Fixed Map**.




3. On the Add a Map page, in the Import File Map Definition section, enter a unique code for the import map in the **Map Code** field.
4. In the **Map Name** field, enter a name for the map.
5. In the **Record Length** field, enter the length of each record for the import map file, which must include carriage return line feed at the end of each line, if included in the file.
6. **Optional.** If you want the system to ignore the first header record for import files that use this map, click **Skip First Header Record.** Select this option if the import file contains header information in the first record.
7. **Optional.** If you want the system to change the amount for all batch entries to zero when you import a file that uses this map, click **Load Zero to Amount Fields**. Select this option if you want the system to add the batch entry amounts as zero. The system does not change amounts to zero for batch entries the import file does not update.
8. **Optional.** If you want the system to delete batch entries that are not updated when you import a file that uses this map, click **Delete Unmatched Batch Template Records**.

9. **Optional.** If you want the system to allow imported files using this map to contain some, but not all, required fields to update a participant, click **Allow Partial File Import**. When you select this option, additional validations apply. You may define only those fields contained in the file being imported.
    - **Transaction Code**
    - **ABA Number**
    - **Account Number**
    - **Amount**
    - **ID Number**
    - **Name**
    - **Disc/Payment Type**
    - **Addenda Data**
10. Click **Add Map**.

## C. Changing a Map Definition

1. Select the **ACH Admin** group and click the **ACH Map Definition** tab.
2. On the Import Maps page, click in the **Edit** column on the same line as the import map you want to edit.
3. On the Edit Map page, you can change all of the fields except **Map Code** and **Map Type**.
4. Click **Submit Changes**.

## D. Deleting a Map Definition

1. Select the **ACH Admin** group and click the **ACH Map Definition** tab.
2. On the Import Maps page, click in the **Delete** column on the same line as the import map you want to delete.
3. On the Delete Map page, click **Delete Map**.

## E. Viewing Import Map File Details

1. Select the **ACH Admin** group and click the **ACH Map Definition** tab.
2. On the Import Maps page, click **Details** on the same line as the import map file for which you want to display details.
3. On the Map Detail page, review information for the import map definition you selected.
4. **Optional.** Click **Print this Page** to send a copy of the Map Detail page to your printer.
5. Click **Return to Map Selection Page** to display that page.

# VIII. ACH File Import Service

This service allows the Corporate User to import a formatted file into the ACH service.

DO NOT INCLUDE OFFSET TRANSACTIONS (follow Delete Offset Transactions below)

## A. Importing a File:

1. Select the **ACH Admin** group and click the **ACH Import** tab.
2. On the ACH Import page, select one of the following options. To search for the import map associated with the batch you want to import by:
    - Map code, enter the code in the **Search for Map, Filter by Map Code** field and click **Search**.
    - Map name, enter the name in the **Search for Map, Filter by Map Name** field and click **Search**.
    - Map format, accept the default ALL option, or select the format from the **Filter by Map Format** list and click **Search**.

The system displays import maps matching your criteria in the Results section.

3. In the Results section. identify the map you want to use when importing an ACH file, and click **Import** on the same line as the map.
4. In the Select a File, Browse for File section, either enter the location and name of the file you want to import in the **File Path and Name** field, or click **Browse** to display a window where you can locate the file and select it. Then click **Import File**.

## B. Enabling Imported Files

When you import a **<u>NACHA formatted file</u>** into the ACH product, the system

- Adds a new batch template
- Displays the message *Batch Imported - Please Review* to the right of the batch template on the Batch Selection page
- Selects the Disable Batch check box for the imported batch on the Entry Maintenance page

When you import a **<u>Delimited or fixed-format file</u>** into the ACH product, the system

- Displays the message *Batch Locked - Import in Progress* to the right of the batch template on the Batch Selection page after you click Import File on the ACH Import page
- Adds, changes, or deletes entries from an existing batch template
- Selects the Disable Batch check box for the imported batch on the Entry Maintenance page
- Changes the message to the right of the batch template on the Batch Selection page to *Batch Imported - Please Review* after you click Accept on the ACH Import Batch Detail page.

<u>Before the batch template is available for activation</u>, you must

- Review the batch template and verify that the imported information is correct
- Select an offset account
- Clear the **Disable Batch** check box.

## C. Deleting Offset Transactions

If your file has an offset transaction entry, follow these steps to delete the offset:

1. Select **ACH Admin** group and click the Batches tab
2. Select the **Edit** icon next to the imported batch
3. Delete the offset entry
4. You may add, change or delete any other entries at this point
5. Select **Submit Changes**
6. If more than one batch needs to be reviewed, repeat these steps

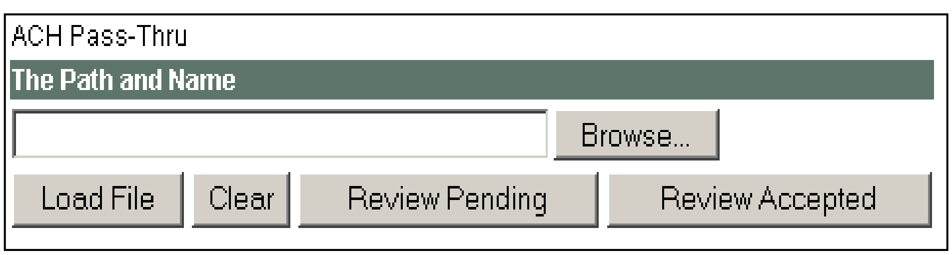
See the *Adding, Deleting, Editing & Filtering Entries in a Batch* section of this manual for further information.

# IX. Pass-Thru Service

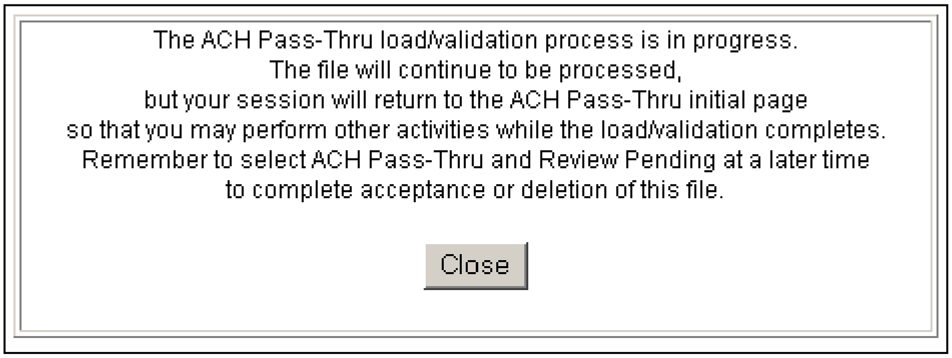
Use the ACH Pass-Thru service to load and manage ACH files built externally from the ACH product. When you load an ACH pass-thru file, the system validates that the format of the records in the file matches the standard NACHA formats. After the validation is complete, you accept the pass-thru ACH file, which sends the ACH file to the ACH Approval service for approval. Once approved, the file is sent to the bank for processing. You cannot edit pass-thru files.

## A. Loading an ACH Pass-Thru File

1. Select the **ACH Pass-Thru** tab to access the Pass-Thru file load page
2. Enter the file's path name or click the **Browse** button to locate the file. Double click on the file name to select it

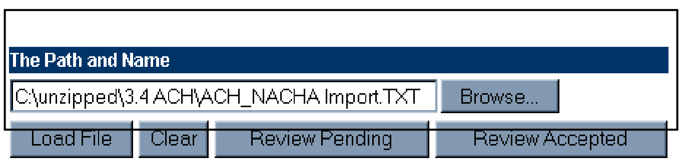


3. Click the **Load file** button. A message displays stating the load/validation process is in progress
4. Click the **Close** button.




## B. Accepting a Loaded ACH Pass-Thru File

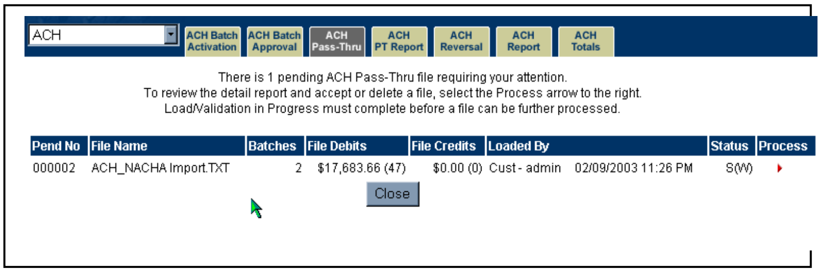
1. After loading the file, click the **Review Pending** button once the load process is complete. The Pending Pass-Thru Report displays (The potential duplicate file page displays when the system encounters a duplicate file. The Corporate User may accept or cancel the duplicate file)



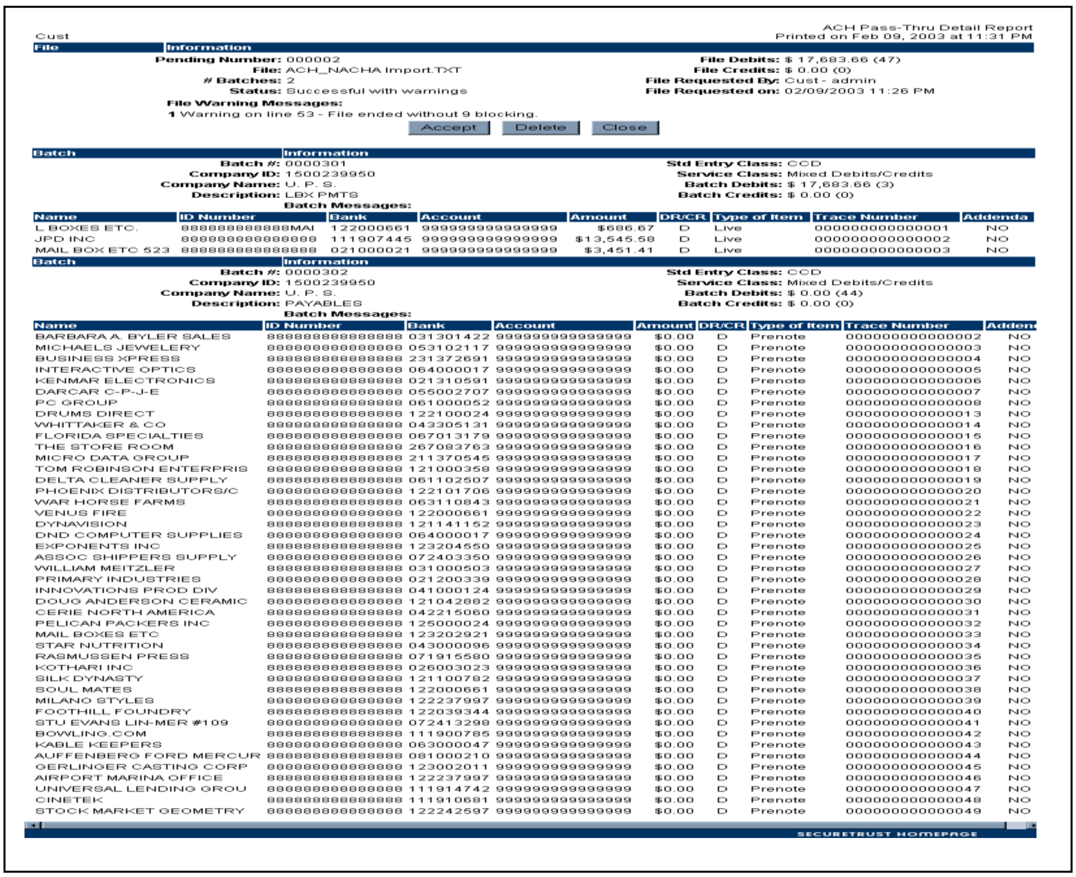

2. To accept or delete a file or review the Detail File Report click the arrow in the *Process* column **OR** click the **Close** button to return to the ACH Pass-Thru Selection Page

Eastern Bank

Eastern TreasuryConnect®




3. Review the information on the ACH Pass-Thru Summary Report. Click the **Accept** button to accept the file into the Magnet ICM system (*Note:* The **Accept** button only appears if the file loads with a successful status)



Cust

ACH Pass-Thru Detail Report
Printed on Feb 09, 2003 at 11:31 PM

**File** **Information**

**Pending Number:** 000002
**File:** ACH_NACHA Import.TXT
**# Batches:** 2
**Status:** Successful with warnings

**File Debits:** $ 17,683.66 (47)
**File Credits:** $ 0.00 (0)
**File Requested By:** Cust - admin
**File Requested on:** 02/09/2003 11:26 PM

**File Warning Messages:**
**1** Warning on line 53 - File ended without 9 blocking.

Accept | Delete | Close

**Batch** **Information**

**Batch #:** 0000301
**Company ID:** 1500239950
**Company Name:** U. P. S.
**Description:** LBX PMTS

**Std Entry Class:** CCD
**Service Class:** Mixed Debits/Credits
**Batch Debits:** $ 17,683.66 (3)
**Batch Credits:** $ 0.00 (0)

**Batch Messages:**

| Name | ID Number | Bank | Account | Amount | DR/CR | Type of Item | Trace Number | Addenda |
|---|---|---|---|---|---|---|---|---|
| L BOXES ETC. | 8888888888888MAI | 122000661 | 9999999999999999 | $686.67 | D | Live | 000000000000001 | NO |
| JPD INC | 8888888888888888 | 111907445 | 9999999999999999 | $13,545.58 | D | Live | 000000000000002 | NO |
| MAIL BOX ETC 523 | 8888888888888888 | 021000021 | 9999999999999999 | $3,451.41 | D | Live | 000000000000003 | NO |

**Batch** **Information**

**Batch #:** 0000302
**Company ID:** 1500239950
**Company Name:** U. P. S.
**Description:** PAYABLES

**Std Entry Class:** CCD
**Service Class:** Mixed Debits/Credits
**Batch Debits:** $ 0.00 (44)
**Batch Credits:** $ 0.00 (0)

**Batch Messages:**

| Name | ID Number | Bank | Account | Amount | DR/CR | Type of Item | Trace Number | Adden |
|---|---|---|---|---|---|---|---|---|
| BARBARA A. BYLER SALES | 8888888888888888 | 031301422 | 9999999999999999 | $0.00 | D | Prenote | 000000000000002 | NO |
| MICHAELS JEWELERY | 8888888888888888 | 053102117 | 9999999999999999 | $0.00 | D | Prenote | 000000000000003 | NO |
| BUSINESS XPRESS | 8888888888888888 | 231372691 | 9999999999999999 | $0.00 | D | Prenote | 000000000000004 | NO |
| INTERACTIVE OPTICS | 8888888888888888 | 064000017 | 9999999999999999 | $0.00 | D | Prenote | 000000000000005 | NO |
| KENMAR ELECTRONICS | 8888888888888888 | 021310591 | 9999999999999999 | $0.00 | D | Prenote | 000000000000006 | NO |
| DARCAR C-P-J-E | 8888888888888888 | 055002707 | 9999999999999999 | $0.00 | D | Prenote | 000000000000007 | NO |
| PC GROUP | 8888888888888888 | 061000052 | 9999999999999999 | $0.00 | D | Prenote | 000000000000008 | NO |
| DRUMS DIRECT | 8888888888888888 | 122100024 | 9999999999999999 | $0.00 | D | Prenote | 000000000000013 | NO |
| WHITTAKER & CO | 8888888888888888 | 043305131 | 9999999999999999 | $0.00 | D | Prenote | 000000000000014 | NO |
| FLORIDA SPECIALTIES | 8888888888888888 | 067013179 | 9999999999999999 | $0.00 | D | Prenote | 000000000000015 | NO |
| THE STORE ROOM | 8888888888888888 | 267083763 | 9999999999999999 | $0.00 | D | Prenote | 000000000000016 | NO |
| MICRO DATA GROUP | 8888888888888888 | 211370545 | 9999999999999999 | $0.00 | D | Prenote | 000000000000017 | NO |
| TOM ROBINSON ENTERPRIS | 8888888888888888 | 121000358 | 9999999999999999 | $0.00 | D | Prenote | 000000000000018 | NO |
| DELTA CLEANER SUPPLY | 8888888888888888 | 061102507 | 9999999999999999 | $0.00 | D | Prenote | 000000000000019 | NO |
| PHOENIX DISTRIBUTORS/C | 8888888888888888 | 122101706 | 9999999999999999 | $0.00 | D | Prenote | 000000000000020 | NO |
| WAR HORSE FARMS | 8888888888888888 | 063110843 | 9999999999999999 | $0.00 | D | Prenote | 000000000000021 | NO |
| VENUS FIRE | 8888888888888888 | 122000661 | 9999999999999999 | $0.00 | D | Prenote | 000000000000022 | NO |
| DYNAVISION | 8888888888888888 | 121141152 | 9999999999999999 | $0.00 | D | Prenote | 000000000000023 | NO |
| DND COMPUTER SUPPLIES | 8888888888888888 | 064000017 | 9999999999999999 | $0.00 | D | Prenote | 000000000000024 | NO |
| EXPONENTS INC | 8888888888888888 | 123204550 | 9999999999999999 | $0.00 | D | Prenote | 000000000000025 | NO |
| ASSOC SHIPPERS SUPPLY | 8888888888888888 | 072403350 | 9999999999999999 | $0.00 | D | Prenote | 000000000000026 | NO |
| WILLIAM MEITZLER | 8888888888888888 | 031000503 | 9999999999999999 | $0.00 | D | Prenote | 000000000000027 | NO |
| PRIMARY INDUSTRIES | 8888888888888888 | 021200339 | 9999999999999999 | $0.00 | D | Prenote | 000000000000028 | NO |
| INNOVATIONS PROD DIV | 8888888888888888 | 041000124 | 9999999999999999 | $0.00 | D | Prenote | 000000000000029 | NO |
| DOUG ANDERSON CERAMIC | 8888888888888888 | 121042882 | 9999999999999999 | $0.00 | D | Prenote | 000000000000030 | NO |
| CERIE NORTH AMERICA | 8888888888888888 | 042215060 | 9999999999999999 | $0.00 | D | Prenote | 000000000000031 | NO |
| PELICAN PACKERS INC | 8888888888888888 | 125000024 | 9999999999999999 | $0.00 | D | Prenote | 000000000000032 | NO |
| MAIL BOXES ETC | 8888888888888888 | 123202921 | 9999999999999999 | $0.00 | D | Prenote | 000000000000033 | NO |
| STAR NUTRITION | 8888888888888888 | 043000096 | 9999999999999999 | $0.00 | D | Prenote | 000000000000034 | NO |
| RASMUSSEN PRESS | 8888888888888888 | 071915580 | 9999999999999999 | $0.00 | D | Prenote | 000000000000035 | NO |
| KOTHARI INC | 8888888888888888 | 026003023 | 9999999999999999 | $0.00 | D | Prenote | 000000000000036 | NO |
| SILK DYNASTY | 8888888888888888 | 121100782 | 9999999999999999 | $0.00 | D | Prenote | 000000000000037 | NO |
| SOUL MATES | 8888888888888888 | 122000661 | 9999999999999999 | $0.00 | D | Prenote | 000000000000038 | NO |
| MILANO STYLES | 8888888888888888 | 122237997 | 9999999999999999 | $0.00 | D | Prenote | 000000000000039 | NO |
| FOOTHILL FOUNDRY | 8888888888888888 | 122039344 | 9999999999999999 | $0.00 | D | Prenote | 000000000000040 | NO |
| STU EVANS LIN-MER #109 | 8888888888888888 | 072413298 | 9999999999999999 | $0.00 | D | Prenote | 000000000000041 | NO |
| BOWLING.COM | 8888888888888888 | 111900785 | 9999999999999999 | $0.00 | D | Prenote | 000000000000042 | NO |
| KABLE KEEPERS | 8888888888888888 | 063000047 | 9999999999999999 | $0.00 | D | Prenote | 000000000000043 | NO |
| AUFFENBERG FORD MERCUR | 8888888888888888 | 081000210 | 9999999999999999 | $0.00 | D | Prenote | 000000000000044 | NO |
| GERLINGER CASTING CORP | 8888888888888888 | 123002011 | 9999999999999999 | $0.00 | D | Prenote | 000000000000045 | NO |
| AIRPORT MARINA OFFICE | 8888888888888888 | 122237997 | 9999999999999999 | $0.00 | D | Prenote | 000000000000046 | NO |
| UNIVERSAL LENDING GROU | 8888888888888888 | 111914742 | 9999999999999999 | $0.00 | D | Prenote | 000000000000047 | NO |
| CINETEK | 8888888888888888 | 111910681 | 9999999999999999 | $0.00 | D | Prenote | 000000000000048 | NO |
| STOCK MARKET GEOMETRY | 8888888888888888 | 122242597 | 9999999999999999 | $0.00 | D | Prenote | 000000000000049 | NO |

SECURETRUST HOMEPAGE

4. The accept file confirmation page displays
5. Click the **Accept** button
6. Acceptance confirmation message displays.

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Note: The Potential Duplicate File page displays when the system finds more than one file matching identically on:

- Immediate Origin
- File Creation Date
- File Creation Time
- File ID modifier

You are given the opportunity to review the information on the potential duplicate files. Choose **Accept** to continue the Pass-Thru process or **Cancel** to cancel the Pass-Thru request while researching the duplicate files.

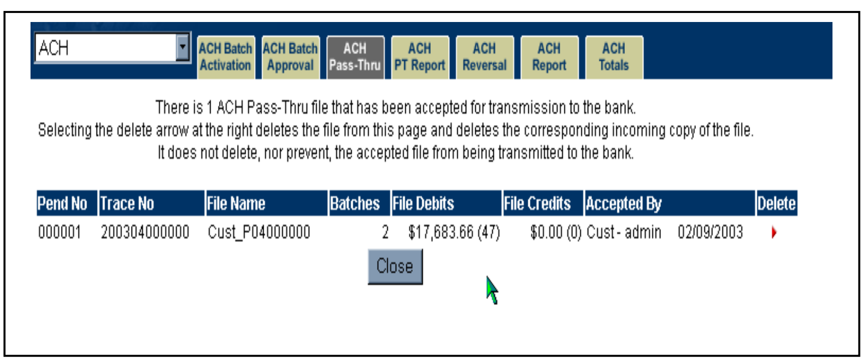
**Note: The ACH file will not be sent to the bank until it has been approved. See the Approving Pass-Thru Files section of this manual for further details**.

## C Deleting a Loaded ACH Pass-Thru File

1. After loading the file, click the **Review Pending** button
2. Select file to delete. Click the **Delete** button
3. The delete file confirmation page displays
4. Click the **Delete** button to delete from system
5. Deletion confirmation message displays
6. Click the **Close** button to return to the *File Load Page*.

## C. Reviewing an Accepted ACH Pass-Thru File

1. Select the ACH Pass-Thru tab to access the Pass-Thru file load page
2. Click the **Review Accepted** button. The Accepted Files Summary page displays



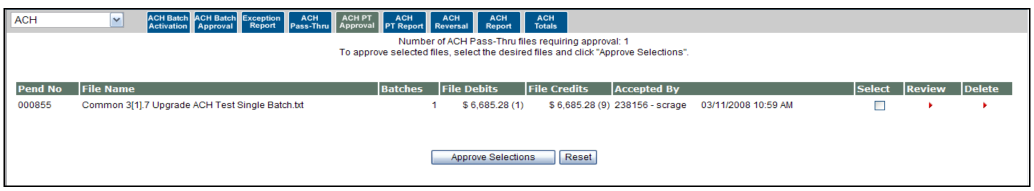

3. Select the **Delete** button to delete the file from the page. (*Note:* Deleting a file from this page does not prevent the accepted file from being transmitted to the bank)
4. Click the **Close** button to return to the Load Pass-Thru Selection Page.

# E. Approving a Loaded ACH Pass-Thru File

**Note: To access the ACH Pt Approval tab, you must enter a valid SecureID.**




Once a valid SecurID has been accepted, you will see the ACH PT Approval Selection screen:




**To approve (or review/delete) a loaded ACH Pass-Thru file:**

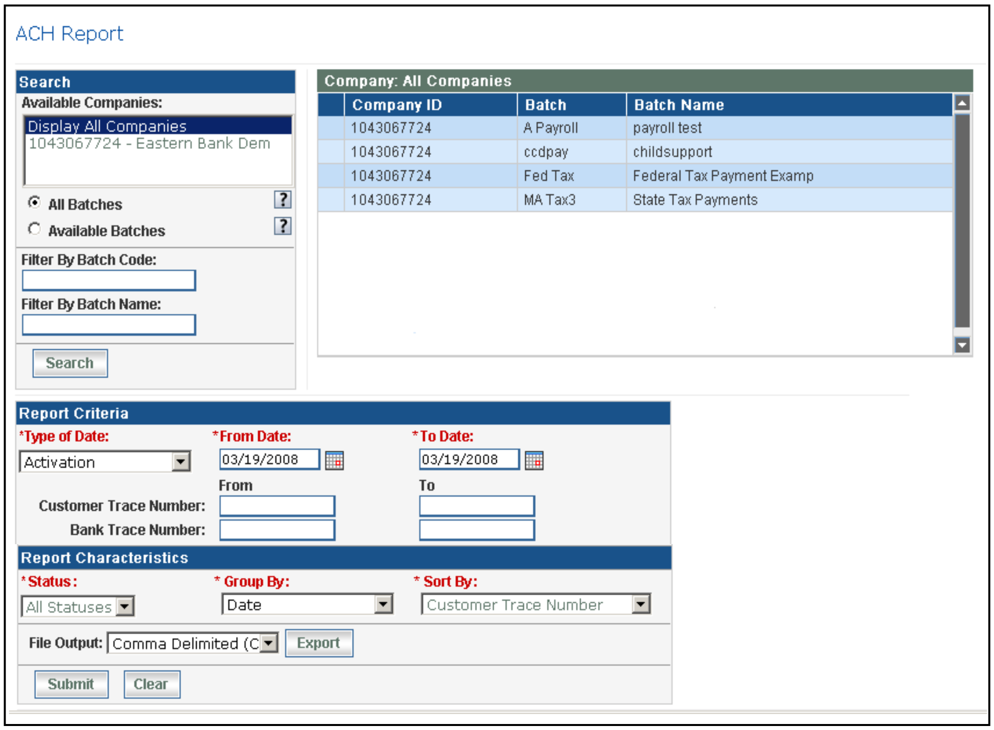
1. Select the ACH group and click the ACH PT Approval tab.
2. On the ACH Pass-Thru Approval Selection page, select one of the following options:
   - Click the check box in the **Select** column on the same line as a pass-thru file you want to approve, and then click **Approve Selections** to display the **PT Approval Confirmation Summary** page.
   - Click the red arrow in the **Review** column on the same line as a pass-thru file you want to review and display it on the Pass-Thru Detail Report page.
   - Click the red arrow in the **Delete** column on the same line as a pass-thru file you want to delete, and click **Y** for Yes to the following message:

     *Are you sure you want to delete Pass-Thru file [PT File Number] – [PT File Name]?*

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# X. ACH Reports Service

The ACH Report allows the Corporate Customer to view their current and historical ACH data. This service also allows you to Export a report in NACHA or CSV (Comma Separated Values) formats.




## A. Selecting ACH Batches for a Report

1. Select the **ACH** group and click the **ACH Report** tab.
2. On the ACH Report page, in the Search section, choose one of the following options. To display:
   - Batches for all ACH companies, accept the default Display All Companies in the Available Companies list. Only companies to which you are permitted display in the list.
   - Batches for a specific ACH company, select the company from the Available Companies list. Only companies to which you are permitted display in the list.
   - History for all available and deleted batches associated with the selected company, click **All Batches**. All of the company's batches are included; no subset of batches is allowed.

- All batches or a subset of batches associated with the selected company, click **Available Batches**. No deleted batches are included with this option.
- A specific batch, enter the batch code in the **Filter By Batch Code** field, and click **Search**.
- A specific batch name, enter the batch name in the **Filter By Batch Name** field, and click **Search**. The Available Batches section displays batches for the criteria you selected.

3. Select one of the following options. To select:
   - All Available Batches, click **Select All**.
   - Individual batches, click the check box for the batches you want to include on the report.

## B. Generating and Exporting an ACH Report

1. On the ACH Report page, in the Report Criteria section, from the Type of Date list, select the type of date on which you want to report.
2. You can use the calendar next to the fields to include transaction entries on the report for a:
   - Range of dates, enter the beginning date in the **From Date** field, the ending date in the **To Date** field.
   - Specific date, enter that date in both the **From Date** field and the **To Date** field.
3. **Optional.** To report on transaction entries for a range of customer trace numbers, enter the beginning customer trace number in the **Customer Trace Number From** field and the ending customer trace number in the **Customer Trace Number To** field.
4. **Optional.** To report on transaction entries for a range of bank trace numbers, enter the beginning bank trace number in the **Bank Trace Number From** field and the ending bank trace number in the **Bank Trace Number To** field.
5. In the Report Characteristics section, choose one of the following options:
   - Accept the default All Statuses to report on all transaction statuses.
   - Select the status on which you want to report from the Status list.
6. From the Group By list, select how you want to group batches on the report.
7. From the Sort By list, select how you want to sort batches on the report.
8. From the File Output list, select the type of output file you want for the report.
9. **Optional.** To generate an export file with the report information, click **Export**.
10. Click **Submit** to submit the report criteria and characteristics, then generate and display the ACH Summary Report page.

ACH Summary Report

Customer Name: **Eastern Bank Demo**
For Activation Date: **Mar 11, 2008**

**Report Summary**

| | | | | | |
|---|---|---|---|---|---|
| Report Totals: | (2) | Total Debits: (0) | $0.00 | Total Credits: (3) | $8.00 |

**Report Summaries by Activation Date**

Activation Date: March 11, 2008

**Summary**

| | | | | | |
|---|---|---|---|---|---|
| Report Totals: | (2) | Total Debits: (0) | $0.00 | Total Credits: (3) | $8.00 |

| Cust Trace | Bank Trace | Company | Company Name | Batch | Batch Name | Tran Type | Eff Entry Date | Debit | Credit | Status | Details | Action |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 435 | 710001 | 1043067724 | Eastern Bank Dem | Shannon | Shannon Test | PPDCO | 03/12/2008 | (0) $0.00 | (1) $1.00 | Deleted | | |
| 437 | 710002 | 1043067724 | Eastern Bank Dem | Payroll 1 | Weekly Payroll | PPDCO | 03/12/2008 | (0) $0.00 | (2) $7.00 | Approved | | |

## C. Viewing Batch Details on an ACH Report

1. On the ACH Summary Report page, click **Details** on the same line as the batch for which you want to view details. The system displays the Batch Detail page.
2. Review transaction entries for the selected batch, clicking **Previous** and **Next** to move among pages and display them.

## D. Canceling an Approved Batch

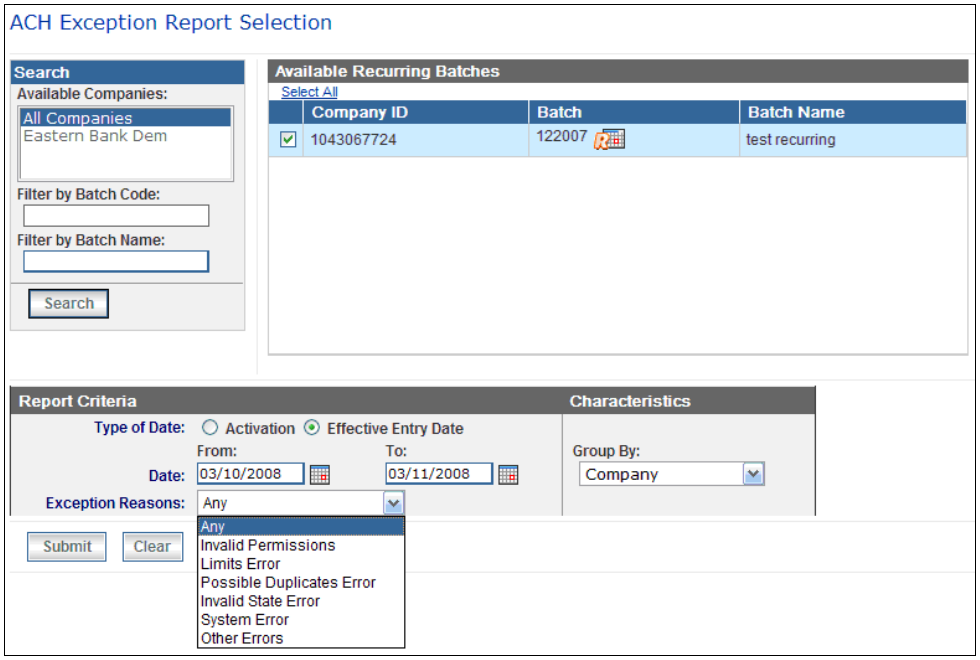
If you have permission to the Approval service or if the approval status for the associated ACH Company is set to None, on the ACH Summary Report page, click in the **Delete** column for the batch you want to delete from an ACH report. The system changes the status of a batch to Deleted.

You can delete batches with an activated status, but you cannot delete batches with a File Created status.

Click **OK** when the system displays a deletion confirmation message.

# XI. ACH Exception Reporting Service

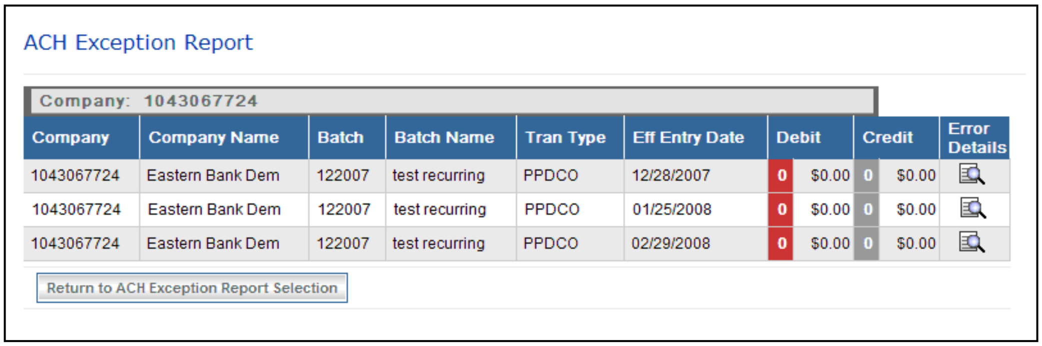
Use the ACH Exception Report Service to request and display summary and detailed information for ACH batches with recurring payments and errors found during processing.




## A. Selecting Batches for an ACH Exception Report

1. Select the **ACH** group and click the **ACH Exception Report** tab.
2. On the ACH Exception Report Selection page in the Search section, choose one of the following options. To display:
   - Batches for all ACH companies, accept the default **All Companies** in the Available Companies list. Only companies to which you are permitted display in the list.
   - Batches for a specific ACH company, select the company from the Available Companies list. Only companies to which you are permitted display in the list.
   - A specific batch, enter the batch code in the **Filter By Batch Code** field, and click **Search**.
   - A specific batch name, enter the batch name in the **Filter By Batch Name** field, and click **Search**. The Available Batches section displays batches for the criteria you selected.
3. In the Available Recurring Batches section, select one of the following options:
   - To select all Available Batches, click **Select All**.
   - To select individual batches, click the **check box** for the batches you want to include on the report.
4. In the Report Criteria section, click the type of date on which you want to report, **Activation Date** or **Effective Entry Date**.

5. You can use the calendar next to the fields to include transaction entries on the report for a:
    - Range of dates, enter the beginning date in the From Date field, the ending date in the To Date field.
    - Specific date, enter that date in both the From Date field and the To Date field.
6. From the Exception Reasons drop-down list, select the reasons for which you want to report exceptions.
7. In the Characteristics section, select how you want to group entries on the report.
8. Click **Submit** to view the ACH Exception Report page.



ACH Exception Report

Company: 1043067724

| Company | Company Name | Batch | Batch Name | Tran Type | Eff Entry Date | Debit | | Credit | | Error Details |
|---|---|---|---|---|---|---|---|---|---|---|
| 1043067724 | Eastern Bank Dem | 122007 | test recurring | PPDCO | 12/28/2007 | 0 | $0.00 | 0 | $0.00 | |
| 1043067724 | Eastern Bank Dem | 122007 | test recurring | PPDCO | 01/25/2008 | 0 | $0.00 | 0 | $0.00 | |
| 1043067724 | Eastern Bank Dem | 122007 | test recurring | PPDCO | 02/29/2008 | 0 | $0.00 | 0 | $0.00 | |

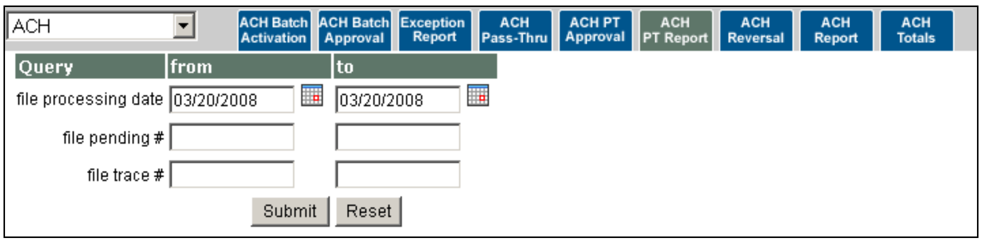
Return to ACH Exception Report Selection

9. On the ACH Exception Report page, click the **Error Details** icon to display descriptions of errors that caused the batch with recurring payments to fail.
10. Click **Return to ACH Exception Report Selection** to return to that page.

# XII. ACH Pass-Thru Report Service

Use the ACH Pass-Thru Report service to request and display the ACH Pass-Thru report. This report displays all activity for ACH pass-thru files processed through the ACH product.

## A. Generating an ACH Pass-Thru Report




1. Select the **ACH** group and click the **ACH PT Report** tab.
2. On the Pass-Thru Report Selection page, enter all or part of the code for the corporate customer in the Code field and click **Find/Refresh** to list all corporate customers who match the search criteria.
3. Select the corporate customer from the list for whom you want to generate an ACH pass-through report.
4. Choose one of the following options. To generate an ACH pass-through report for a range of:
   - Dates, enter the beginning date in the file processing date From field, and enter the ending date in the To field. Or click the calendar icon to the right of the field to select the dates.
   - File pending numbers, enter the beginning file pending number in the file pending # From field, and enter the ending file pending number in the To field. Or click the calendar icon to the right of the field to select the dates.
   - File trace numbers, enter the beginning file trace number in the file trace # From field, and enter the ending file trace number in the To field. Or click the calendar icon to the right of the field to select the dates.
5. Click **Submit** to submit the report request and display the ACH Pass-Thru Report page.

# VIII. ACH Reversal Service

This service allows the Corporate User to request the reversal of individual transactions or a whole batch submitted on an ACH file using a formatted e-mail service.

## A. Submitting a Reversal Request

**To submit the reversal request:**

1. Select the **ACH Reversal** service tab to access the ACH Reversal Entry Page
2. Select **Reversal Type** from the drop down (choose Batch or Transaction reversal)
3. The Reversal Notification Form displays
4. Enter the company name, the contact person, and the contact phone number
5. For Transaction Reversal, enter the name for the item to reverse, the account number, and the reversal amount (do not use commas in amount field and make sure to include decimal)
6. Enter the effective date of the transaction and the reason for the reversal request
7. For Batch Reversal, enter the batch name, total debits, total credits, effective date, file creation date and the reason for the batch reversal request (do not use commas in amount field and make sure to include decimal)
8. Select the **Submit** button
9. A confirmation page displays. The confirmation page serves as a reference for the Corporate User and can be printed by selecting the Browser's **Print** button.

# XIV. ACH Batch Totals Service

This service allows the Corporate User to submit ACH file totals to the bank using a formatted e-mail service.

## A. Submitting Totals

To submit the totals:

1. Select the **ACH Totals** tab to access the ACH Totals Entry Page
2. The File Totals Notification Form displays
3. Enter the Customer Name, contact person, contact phone
4. Enter the Total Debit Amount and the Total Credit Amount (do not put any commas in the amount field, make sure to include decimal)
5. Select the **Submit** button.

A confirmation page displays. The confirmation page serves as a reference for the Corporate User and can be printed by selecting the Browser's **Print** button.